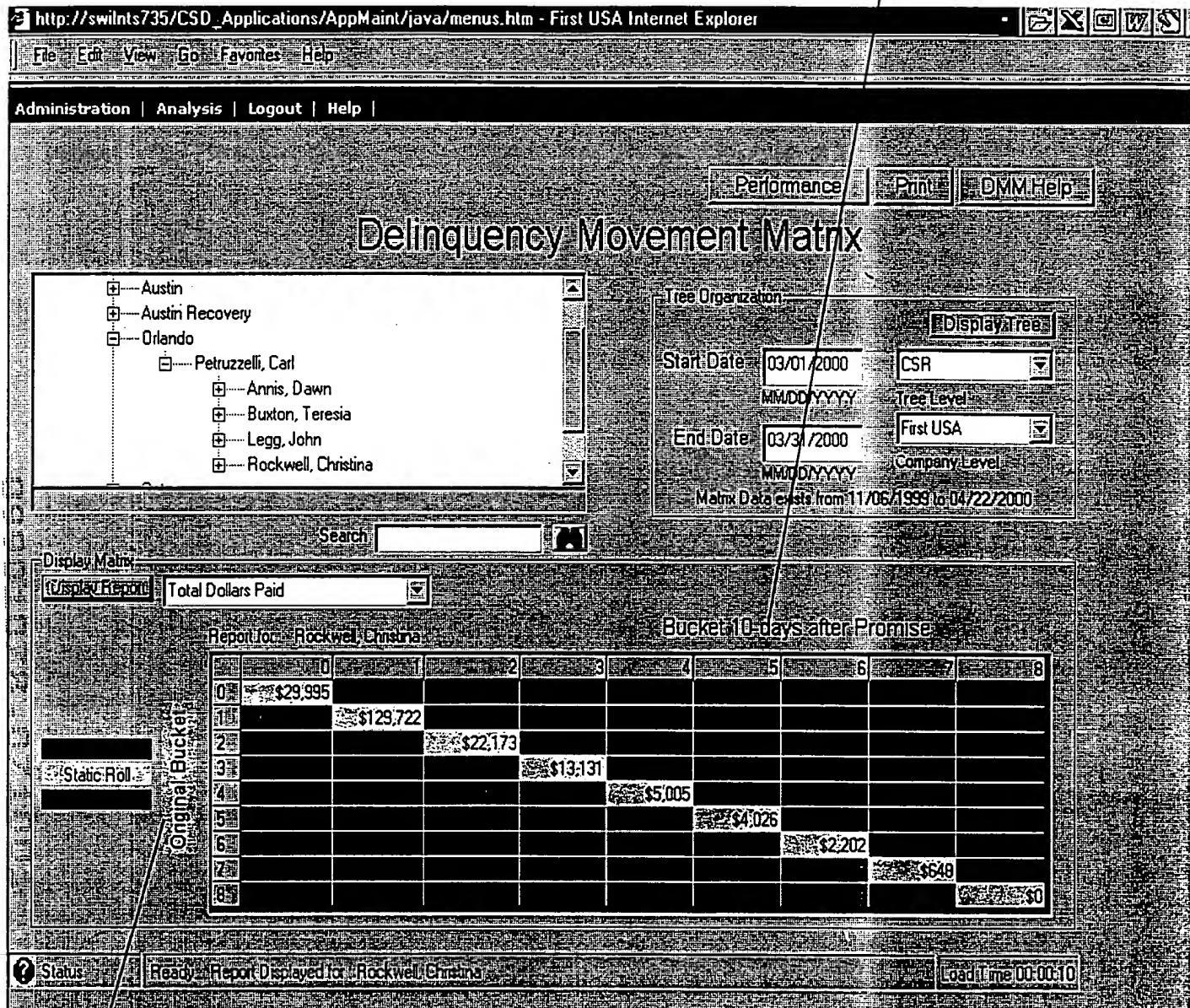


FIG. 1

Location of account 10 days  
after promise



Location of account on day  
promise taken

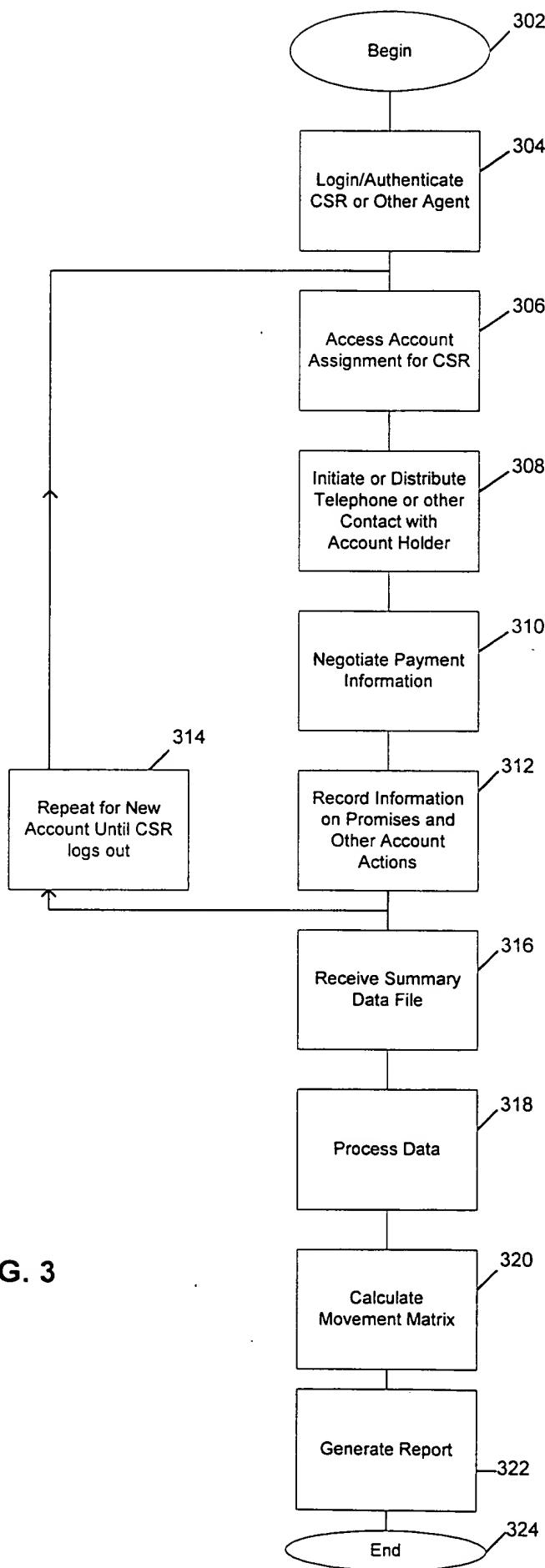
202

FIG. 2

U.S. Patent Application  
Title: "System and Method For Supervising Account Management Operations"  
Inventor: Rebecca Lynn SIEGEL et al.  
Filed: July 10, 2001  
Attorney Docket No.: 47004.000089

00000000000000000000000000000000

**FIG. 3**



U.S. Patent Application  
Title: "System and Method For Supervising Account Management Operations"  
Inventor: Rebecca Lynn SIEGEL et al.  
Filed: July 10, 2001  
Attorney Docket No.: 47004.000089

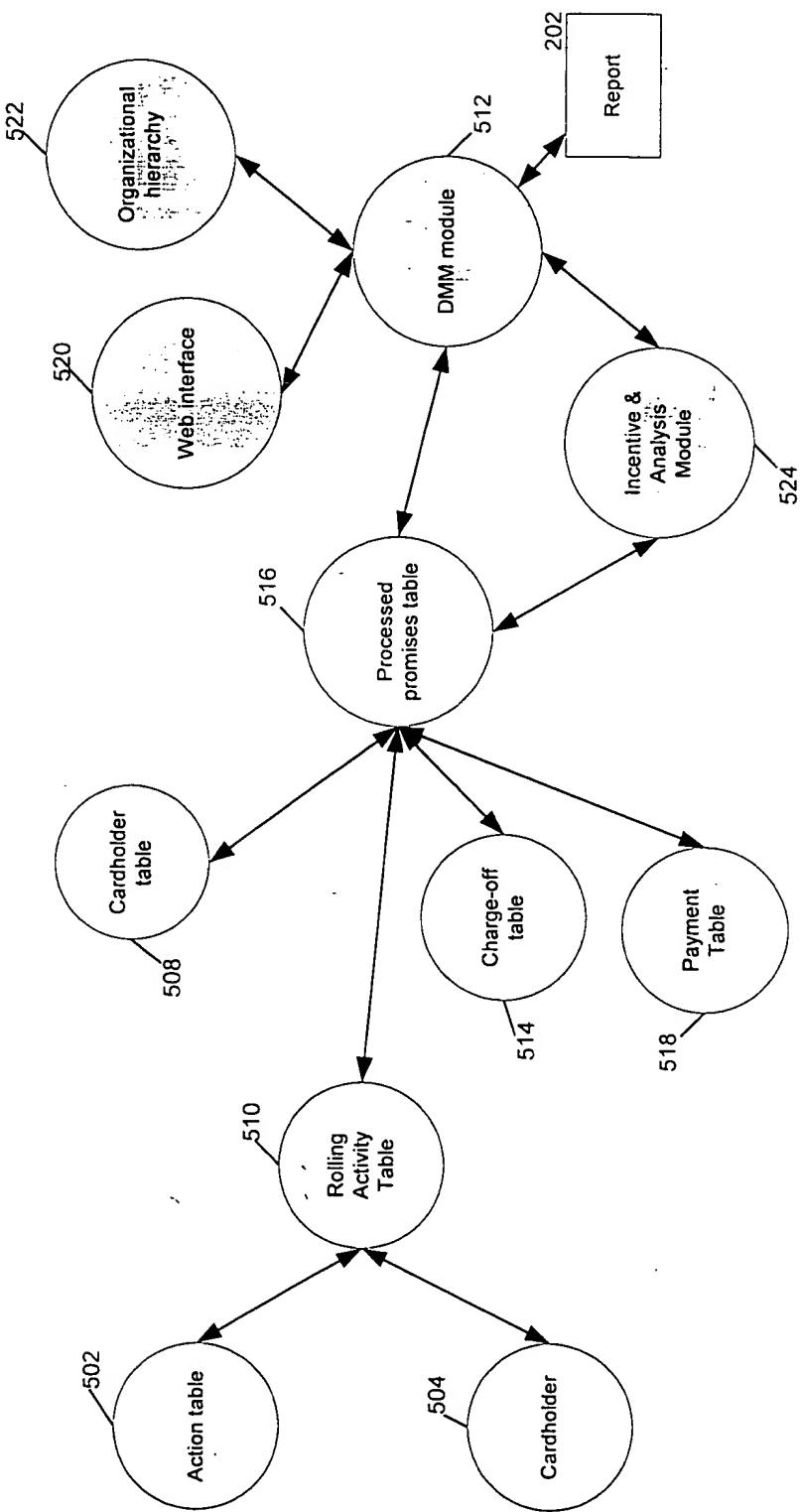
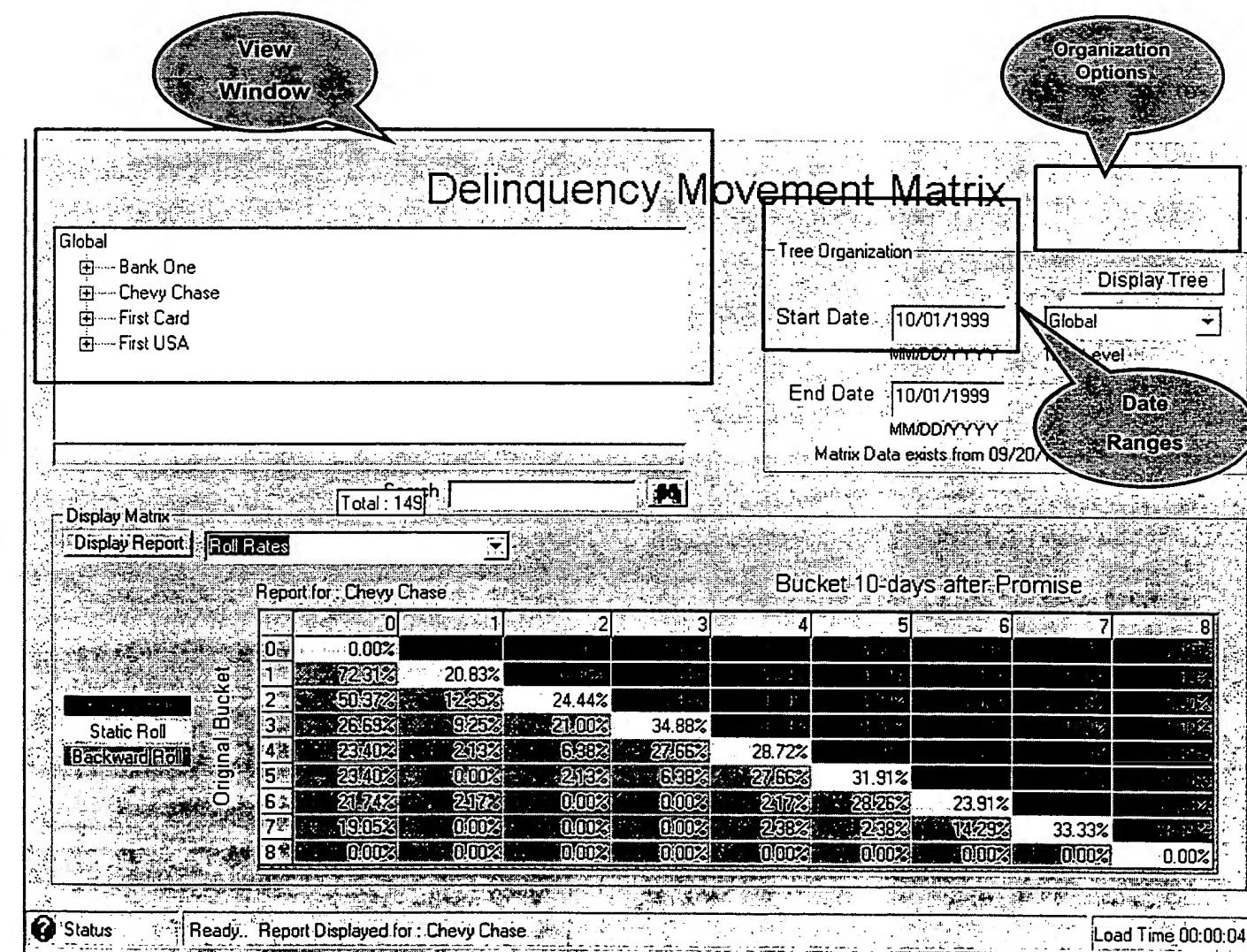


FIG. 4

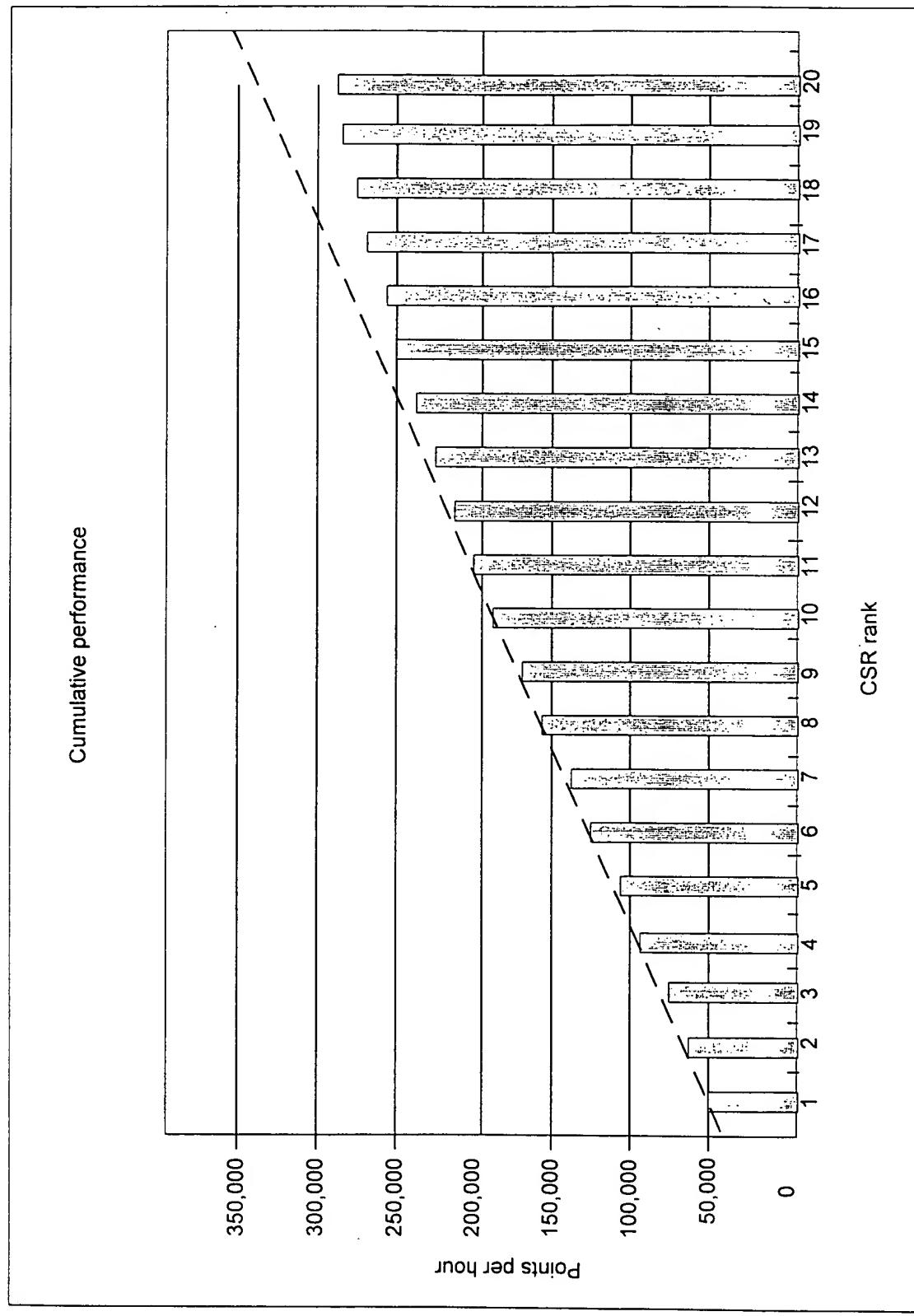
Organization Option	Description
CSR	Option to view performance at CSR, Team Manager, Team Leader, site, and company level
CSR – No organization	Option to view CSR performance regardless of company, site, Team Manager, or Team Leader

Note: Global report is available for all report options.



U.S. Patent Application  
 Title: "System and Method For Supervising Account Management Operations"  
 Inventor: Rebecca Lynn SIEGEL et al.  
 Filed: July 10, 2001  
 Attorney Docket No.: 47004.000089

**FIG. 6**



U.S. Patent Application  
Title: "System and Method For Supervising Account Management Operations"  
Inventor: Rebecca Lynn SIEGEL et al.  
Filed: July 10, 2001  
Attorney Docket No.: 47004.000089